

POSEVIE ANN C. BUAN

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PROFESSIONAL SUMMARY

Dependable administrative professional with 8+ years of experience across registrar operations, purchasing, banking support, and online customer service. Skilled in accurate record keeping, vendor and order coordination, and clear communication, with a record of handling confidential information and managing multiple priorities independently.

WORK EXPERIENCE

Online Sales Associate (2023 – 2026)

Self-Employed

- Managed daily operations of an online business, including customer inquiries, order tracking, and payment confirmation.
- Updated product listings with accurate pricing, descriptions, and stock availability.
- Provided real-time customer support during live selling sessions and via chat with prompt, professional communication.
- Coordinated order fulfillment, shipping schedules, and delivery follow-ups.
- Coordinated with couriers and suppliers to resolve delivery delays and keep orders on schedule.
- Resolved post-sale issues, processed returns, and managed customer feedback.
- Built repeat customer relationships through consistent follow-ups and responsive service.
- Tracked daily sales, expenses, and payments to monitor business performance.
- Balanced live sessions, admin work, and customer support independently.

Purchasing Assistant (2020 – 2023)

AVEGA Managed Care, Inc.

- Coordinated purchasing activities, including sourcing suppliers, obtaining and comparing quotations on price, quality, and delivery terms, and preparing purchase orders for cost-effective procurement.
- Built and maintained vendor relationships to ensure quality, timely deliveries, and favorable terms, and followed up on pending deliveries and resolved discrepancies with suppliers and departments.
- Monitored inventory levels and worked with departments to forecast and fulfill supply needs.
- Matched purchase orders, delivery receipts, and invoices before payment processing, and processed invoices, tracked expenses, and supported budget tracking for purchasing operations.
- Maintained accurate records of purchases, pricing, and vendor details in line with company policies, and prepared purchasing and expense summaries for management review.

Receptionist (2019 – 2020)

AVEGA Managed Care, Inc.

- Served as the first point of contact, greeting visitors, handling incoming calls, and taking or transferring messages while providing basic information in a professional manner.
- Maintained visitor logs, managed appointments, and kept electronic systems up to date.
- Sorted and distributed mail, managed correspondence, and supported staff with scheduling and document preparation.
- Handled confidential documents and sensitive information with discretion.

Registrar Clerk (2019 - 2019)

Our Lady of Fatima University

- Supported enrollment by assisting students and parents, collecting and verifying student data, entering it into the SIS, and issuing IDs and schedules.
- Maintained accurate and up-to-date student records, including personal details, transcripts, attendance, and disciplinary actions, and filed and secured physical and digital records in line with university policy.
- Created and managed class schedules, assigned classrooms, and resolved conflicts.
- Helped students meet graduation requirements by tracking credit hours and coordinating with academic advisors.
- Prepared and released student documents such as transcripts and certificates upon request.

Cluster Assistant (2018 – 2019)

GM Bank of Luzon, Inc.

- Gathered daily, weekly, and monthly operational metrics (deposit volumes, loan disbursements, and collection updates) from nine branches, then compiled and analyzed them into summaries and presentations for the Cluster Head.
- Maintained the dashboard measuring the cluster's performance against the KPIs set by Branch Banking, and followed up with branch staff on incomplete reports and deadlines.
- Reviewed loan application packets from Account Officers and Branch Managers to ensure basic compliance before submission to the central Credit Officer.
- Served as primary liaison between branches and the Cluster Head, coordinating meetings, agendas, and travel arrangements.
- Managed the Cluster Head's calendar, correspondence, and meeting materials, while keeping records confidential and accurate.

EDUCATION

Bachelor of Science in Business Administration, Major in Financial Management (2013-2017)

Wesleyan University – Philippines

SKILLS

Software: Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams), Canva (basic design)

Administrative: Data entry and record keeping, email and chat management, scheduling, document organization

Operations: Order and inventory management, purchasing, basic bookkeeping and sales tracking, product research and listing

Professional: Online customer service, time management, multitasking, confidentiality